
Customer Involvement in Transportation Decision-Making

*Tangible Result Driver – Dave Nichols,
Director of Project Development*

MoDOT seeks out and welcomes any idea that increases its options, because the department doesn't have all the answers. The department creates and preserves a transportation decision-making process that is collaborative and transparent, involving its customers in the determination of needs right through to the development, design and delivery of projects.



Customer Involvement in Transportation Decision-Making

Percent of customers who feel MoDOT includes them in transportation decision-making

Results Driver: Dave Nichols, Director of Project Development

Measurement Driver: Kyle Kittrell, Transportation Planning Director

Purpose of the Measure:

This data will assist in identifying the effectiveness of MoDOT's project planning outreach efforts.

Measurement and Data Collection:

Improvement Status:

**Measure is Under
Development**

Customer Involvement in Transportation Decision-Making

Number of customers who attend transportation-related meetings

Results Driver: Dave Nichols, Director of Project Development

Measurement Driver: Bob Brendel, Outreach Coordinator

Purpose of the Measure:

This measure will gauge MoDOT's public involvement success. MoDOT does not make decisions regarding transportation improvement projects in a vacuum – they are made in collaboration with the general public, communities, elected officials, stakeholders, etc. As a part of the regular updates of MoDOT's Long Range Transportation Plan, and during the planning and design phase of projects, MoDOT conducts public meetings and hearings to involve the public in the decision-making process.

Measurement and Data Collection:

Improvement Status:

**Measure is Under
Development**

Customer Involvement in Transportation Decision-Making

Percent of customers who receive feedback from MoDOT after offering comments

Results Driver: Dave Nichols, Director of Project Development

Measurement Driver: Bob Brendel, Outreach Coordinator

Purpose of the Measure:

This measure will track responses made by MoDOT to its customers. MoDOT routinely asks people who attend public meetings/hearings to submit a written comment that will be examined by the project team and that will become part of the project's official record. It is important that people who avail themselves of this opportunity know that their comments are taken seriously.

Measurement and Data Collection:

Improvement Status:

**Measure is Under
Development**